SHANIQUA FULGENCE

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**Retail Management**

* Experienced managing and completing multiple projects successfully in a high-pressure and high paced work environment, within the specified deadlines. Excellent prioritization and time management. Proven ability to deal with issues and subject matter in ways that require considerable sensitivity, discretion and judgement. Strong conflict resolution, negotiation and facilitation skills. Knowledge in Microsoft Word/Outlook and Excel. Type 30-35 WPM. Knowledge of Occupational Safety and Health Association (OSHA).

**Professional Experience**

***CVS PHARMACY 08/2011- CURRENTLY EMPLOYED***

PHARMACY TECHNICIAN (1.5 year)

* Assist customers with picking up and dropping off prescription • Fills bottles or other package forms with measured amount of medication either manually or mechanically • Assists Registered Pharmacist in maintaining a variety of records and reports • Interacts with customers and healthcare providers, insurance companys (or Pharmacy Benefit Managers) to help facilitate the filling of prescriptions, handle/resolve rejections, and obtain prior authorization which will expedite prescriptions into the workflow • Completed mandatory training for pharmacy required by company standards.

SHIFT SUPERVISOR (6.5 years)

* Sales Management • Marketing Management Merchandising • Payroll Vendor • Relations • Inventory Control/Verification • Shrinkage/Loss Prevention • Date Replenishment • Shipping/Receiving • Staff Management • Computer Literacy/Microsoft Office • Administrative/Clerical • Scheduling • Planograms

**Daily Job Description**

* Clerical operations. Update and maintain/analyze files in computerized system. Assist, direct and follow-up on daily tasks; provide feedback and product training. Multi-task with pharmacist and support staff; prescription production and verify insurance/billing. Participate in bi-weekly conference call with district stores and managers. Answer, screen and direct calls; service. High professionalism for employees, product, sales, finances, expenses, and customer service.

**Education**

* 09/2018 Empire State College- Business B.A. (spring 2021)
* 12/2012 Bronx Community College- Liberal Arts A.A.S. (61 credits)
* 06/2000 Theodore Roosevelt High School-High School Diploma